

Train Captain Positions

Full Time

£13,885 Rising to £17,752

Upon successful completion Training

+ Company Benefits

c2c is looking for motivated, full-time Train Captains to promote travel on c2c. This role is responsible for demonstrating exceptional customer service at c2c stations, ensuring that all customer (internal and external) needs are recognised and met in accordance with company standards. These roles will be based on the c2c route between Fenchurch Street and Shoeburyness.

The successful candidate will have:

- Excellent Customer Service experience.
- A good level of education, including basic Maths and English.
- A good understanding of c2c's ethics and values.
- Excellent communication skills.
- Ability to work alone and as part of a team.
- Ability to work under own initiative.
- Flexible (as this roles involves shift work)
- Approachable, polite and Professional attitude at all times
- Ability to work under pressure
- Ability to deal with difficult situations
- Previous experience in this role (desirable)
- Excellent time management skills

The role involves:

- Providing excellent customer service to c2c customers by being visible, accessible and available
- To promote and encourage the use of c2c service and facilities.
- Seek out and assist customers with special needs
- Offer customer assistance with timetabling
- Assist customers with train loading – for example, passengers who may need help getting on and off trains with luggage etc
- Undertake other duties as directed by your General Station Manager or Duty Manager that are within your personal competence.
- Ensure, in times of disruption, that the c2c Recovery Plan is implemented.
- Offering Customers a helpful and polite service at all times

*If you are interested in working for c2c Rail Ltd, please download an application form from the 'About Us' section of www.c2c-online.co.uk and send with a covering letter, quoting reference **Train Captain** to HR Dept, c2c Rail, 10th Floor, 207 Old Street, London, EC1V 9NR*



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